

31 MAY 2005

(19) World Intellectual Property
Organization
International Bureau



(43) International Publication Date
10 June 2004 (10.06.2004)

PCT

(10) International Publication Number
WO 2004/049210 A1

(51) International Patent Classification⁷: G06F 17/30

(21) International Application Number: PCT/NZ2003/000262

(22) International Filing Date: 27 November 2003 (27.11.2003)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
522887 28 November 2002 (28.11.2002) NZ

(71) Applicant (for all designated States except US): BY-TALUS LIMITED [NZ/NZ]; 33 Studholme Street, 2251 Morrinsville (NZ).

(72) Inventor; and

(75) Inventor/Applicant (for US only): VAN DER ZANDEN,

Roger, Joseph [NZ/NZ]; 15 Albert Street, 2001 Hamilton (NZ).

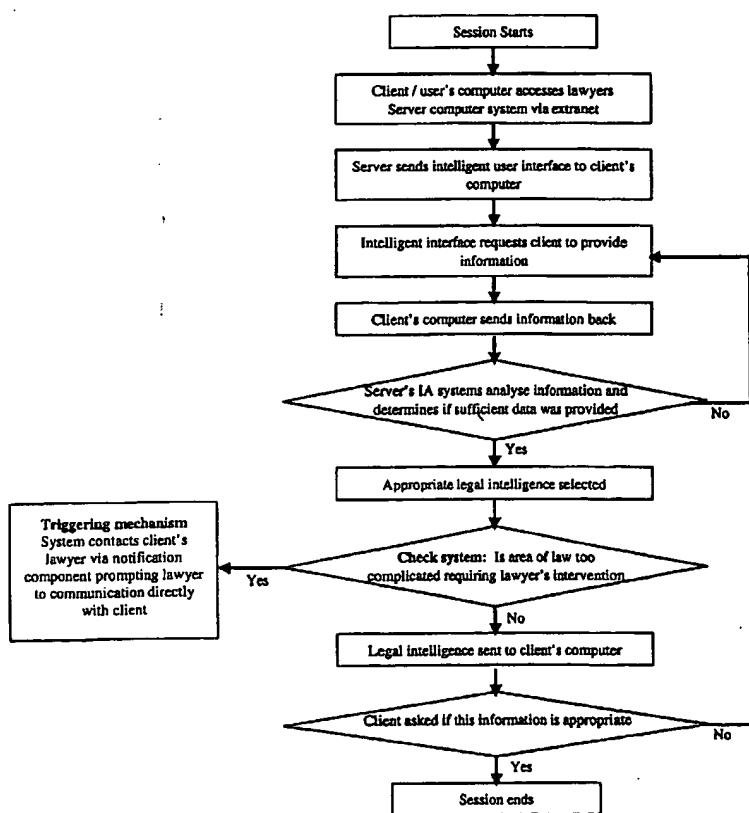
(74) Agents: WILSON, Kathryn, Shelley et al.; Private Bag 3140, Level 12, KPMG Centre, 85 Alexandra Street, 2001 Hamilton (NZ).

(81) Designated States (national): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.

(84) Designated States (regional): ARIPO patent (BW, GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PT, RO, SE,

[Continued on next page]

(54) Title: QUERY RESPONSE SYSTEM



(57) Abstract: The present invention relates to the provision of query response software which is adapted to initially receive query information and identity information for a user. The software employed can then search for information identified by the query information and retrieve this information, and then subsequently deliver the retrieved information of a user. This query response software can also determine whether the delivered information can successfully be employed by the user involved to answer the query, and if the user is unlikely to succeed, the software can contact a specialist advisor. Methods of providing a response to a query and a method of retrieving information are also within the scope of the invention disclosed.



SI, SK, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA,
GN, GQ, GW, ML, MR, NE, SN, TD, TG).

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

Published:

— *with international search report*

INTERNATIONAL SEARCH REPORT

International application No.
PCT/NZ03/000262

A. CLASSIFICATION OF SUBJECT MATTER		
Int. Cl. ⁷ : G06F 17/30		
According to International Patent Classification (IPC) or to both national classification and IPC		
B. FIELDS SEARCHED		
Minimum documentation searched (classification system followed by classification symbols)		
Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched		
Electronic data base consulted during the international search (name of data base and, where practicable, search terms used) DWPI GO6F 17/30 and keywords such as Search engine+, search+, user identity, complexity and similar words		
C. DOCUMENTS CONSIDERED TO BE RELEVANT		
Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 2002/0078034 A1 (CHO et al) 20 June 2002 See entire document and particularly Page 2 Paragraphs (0020 - 0023)	1-26
A,P	GB 2388450 A (HEWLETT PACKARD) 12 November 2003 See entire document and particularly pages 5,6	1-26
A	WO 01/27816 A1 (BEA SYSTEMS) 19 April 2001 See entire document and particularly pages 7-9	1-26
<input checked="" type="checkbox"/> Further documents are listed in the continuation of Box C		<input checked="" type="checkbox"/> See patent family annex
<p>* Special categories of cited documents:</p> <p>"A" Document defining the general state of the art which is not considered to be of particular relevance</p> <p>"E" Earlier application or patent but published on or after the international filing date</p> <p>"L" Document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)</p> <p>"O" Document referring to an oral disclosure, use, exhibition or other means</p> <p>"P" Document published prior to the international filing date but later than the priority date claimed</p> <p>"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention</p> <p>"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone</p> <p>"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art</p> <p>"&" document member of the same patent family</p>		
Date of the actual completion of the international search 5 March 2004	Date of mailing of the international search report 10 MAR 2004	
Name and mailing address of the ISA/AU AUSTRALIAN PATENT OFFICE PO BOX 200, WODEN ACT 2606, AUSTRALIA E-mail address: pct@ipaustralia.gov.au Facsimile No. (02) 6285 3929	Authorized officer C. BERKO Telephone No : (02) 6283 2619	

INTERNATIONAL SEARCH REPORT

International application No.
PCT/NZ03/000262

C (Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT		
Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	WO 00/08568 A1 (DRYKEN TECHNOLOGIES) 17 February 2000 See entire document and particularly pages 3,4	1-26

INTERNATIONAL SEARCH REPORT

Information on patent family members

International application No.

PCT/NZ03/000262

This Annex lists the known "A" publication level patent family members relating to the patent documents cited in the above-mentioned international search report. The Australian Patent Office is in no way liable for these particulars which are merely given for the purpose of information.

Patent Document Cited in Search Report		Patent Family Member					
WO	0008568	AU	40320/00	AU	52547/99	EP	1082698
		US	6266668	US	6269351	US	2002049704
		WO	0058908				
GB	2388450	US 2003212663					
WO	0127816	AU	10919/01	AU	23185/02	US	2002108099
		US	2002147763	WO	0231651	WO	02086704
US	2002078034						
END OF ANNEX							